KING COUNTY

PROJECT/PROGRAM MANAGER III
(HUMAN RESOURCES QUALITY ASSURANCE/AUDITING)
DEPARTMENT OF EXECUTIVE SERVICES - HUMAN RESOURCES DIVISION
Annual Salary Range: $59,165 – $74,995
Job Announcement: 04MZ4528
OPEN: 8/25/04   Closes: Open Until Filled

WHO MAY APPLY: This position is open to all qualified candidates.

WHERE TO APPLY: Resume and letter of interest can be sent via e-mail to: KCResumes@metrokc.gov **OR** a resume and letter of interest can be mailed to or dropped off at: King County Human Resources Division, 500 4th Ave., Rm. 450, Seattle, WA 98104.

FORMS AND MATERIALS REQUIRED: Submit a resume and letter of interest detailing your background and describing how you meet or exceed the qualifications. Resumes will be reviewed for relevant education and experience. The most qualified applicants will be invited for an interview. Those applicants who get through the first screen may be asked to submit additional information at that time. Any questions should be directed to Rosalind Monteros at (206) 296-8593.

WORK LOCATION: The position is in the Department of Executive Services, Human Resources Division, located at the King County Administration Building, 500 Fourth Ave., Seattle, Washington.

WORK SCHEDULE: This position is exempt from the provisions of the Fair Labor Standards Act, and is not overtime eligible. The work week is normally 8:00 a.m. to 5:00 p.m. Monday through Friday.

POSITION SUMMARY:
This position is *initially* part of the design team of the Payroll Improvement Project for the MSA and PeopleSoft Payroll systems. The role of this position will be to help ensure that the system is designed, managed, and implemented in a way that incorporates a quality assurance and auditing framework within development of the system. The ability to access and retrieve payroll data in a way that is efficient, reliable, and adds value to the quality of analysis and outcomes that are obtained in the county is critical. In addition, this position is part of the design and implementation team for the HR Quality Assurance and Audit Program. The additional role of this position will be to help ensure that the HR QA program is designed, managed, and implemented in a way that incorporates a quality assurance and auditing framework for all core and support HR processes, ensures compliance with legal and contractual obligations, and assists in the facilitation of process improvement efforts which improve service efficiencies and reduces cost. This has been identified as a critical outcome for the county, and these factors are fundamental to the HR Departments' business goals.

PRIMARY JOB DUTIES INCLUDE:

- A key *initial* project responsibility of this position will be to work with a team of Human Resources and Finance Division staff to design and implement quality measures for Payroll and Human Resources.   This position will work as part of the critical design team on a Payroll Improvement Project for one of the county's payroll systems (MSA) to ensure that the system is designed and implemented in a way that incorporates a quality assurance and auditing framework.
- Assist in the design and development of a comprehensive HR audit and quality assurance function for all core HR processes (to include Employment, Classification-Compensation, Benefits, Employee-Labor Relations, and Training) countywide.
- Assist in the development and implementation of process improvement tools to ensure that HR practices are legally defensible; improve the quality of HR service delivery and, accountability; and comply with federal and state law, county code, policy, labor contracts, and other agreements.
- Collaborate with Human Resources staff in the development and implementation of performance measures, indicators, quality control, and improvement measures across multi-functional HR and departmental lines.
- Act as central quality assurance contact for HR measurement data gathering and report generation/distribution.
- Assist in the identification and development of measurement tools, indicators, and systems technology needed to collect and analyze data and results to determine performance deficiencies in HR practices, policies, and programs.
- Analyze and evaluate results of HR measures; assist in the determination of causes for weaknesses in HR processes; and provide recommendations for solutions, improvement and alignment with industry best practices.
- Serve as an expert technical resource for work teams for multi-disciplinary or technically challenging analytical projects and programs.
- Develop detailed project work plans, perform audit surveys, plan audit field work, analyze data, conduct research, develop reports, and make presentations.
- Communicate clearly and effectively both verbally and in writing; communicate results and program status using charts, graphs, software programs, and other visual aids.
- Perform special project work as assigned.

QUALIFICATIONS:

Successful candidates must have a Baccalaureate degree in Public Administration, Human Resources, Business Management OR a closely related field and two (2) years of relevant experience demonstrating the qualifications listed below OR any equivalent combination of the required education or experience.

- Knowledge of performance auditing and quality management concepts and tools used to analyze data, interpret results, and identify causes for service delivery and performance deficiencies; recommend and/or implement corrective measures.
- Knowledge of core HR functions, processes, and practices that impact accomplishment of goals, strategies, and output from a performance measure/quality assurance perspective.
- Skill in utilizing auditing and quality assurance diagnostic and evaluation tools to assess core and support HR functions, processes, and outcomes to ensure consistency, quality service, and compliance with county policy and other requirements.

- Skill in using project-management tools and data management software to track program status, collect data, report results, and move a project from inception to completion.
- Demonstrated experience implementing performance measurement systems.
- Demonstrated ability to develop performance standards, audit criteria, and performance indicators that can be analyzed, monitored, and evaluated using quality assurance techniques and tools to improve HR performance, customer service delivery, and process efficiencies.

Union Membership: This position is represented by Teamsters Local 117 Professional and Technical Employees.

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CLASS CODE: **243301**

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